

Dear FCC Commissioners & Staff:

I've been asked by my ISP to let you know my opinion on pending regulations that may limit their ability to serve me. Briefly, I want to encourage you to allow the small ISP to provide DSL service.

I live in Louisville, KY. I tried without success to get BellSouth to provide Internet access through its DSL lines. They put me on hold many times, lost applications, routed requests through Atlanta to technically untrained workers, and in short botched it completely.

By contrast, when I heard of IGLOU and went to them, I got quick courteous service and technical support. They had my DSL connection operating within three days. Of course they go to BellSouth for the line, but their role was to make it all work.

Please do not take an action that discourages or restricts this service.

Sincerely,

John Kielkopf
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